

Wheelchair User Experience Survey



Survey on Wheelchair User Experiences

We are research analysts at the University of Connecticut conducting research on wheelchair users. We invite you to participate in this survey and share your thoughts and opinions pertaining to this subject matter. Your responses will remain confidential and will provide us with valuable insight into current wheelchair user needs in an effort to promote the development of improved wheelchair services and technologies.

The survey should take approximately 10 minutes to complete and consists of about 40 questions. You will have the opportunity to provide your email address at the end of the survey to enter a drawing for a free **\$50 Amazon.com gift card**.

Your responses will only be used in our student research and your email address can be provided solely for the purpose of entry into the gift card lottery. Should you have any questions pertaining to this survey, please contact Carlton Forse at carlton.forse@business.uconn.edu or (860) 728-2143. Additionally if you have any questions or concerns about our research and this process, please contact Professor Luke Weinstein at luke.weinstein@business.uconn.edu or (860) 728-2170.

Please click below to give us your feedback:

Click to Continue

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Wheelchair User Experience Survey

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When purchasing my **first** wheelchair, I used advice primarily from

- ☐ Friends and Family
- ☐ Health insurance providers
- ☐ Home medical equipment retailers

- ☐ Internet
- ☐ Magazines
- ☐ Other wheelchair users
- ☐ Rehabilitation specialists or doctors
- ☐ Television
- ☐ Tradeshows and Expo's
- ☐ Other, please specify

2

The advice I received from the source in Question 1 was

Poor	Fair	Satisfactory	Good	Excellent
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Why was the advice received less than satisfactory?

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I am satisfied with my current wheelchair.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5

Please select the **three** attributes which you like most about your wheelchair.

- ☐ Ability to easily travel outdoors

- ☐ Ability to fold
- ☐ Arm rests
- ☐ Braking
- ☐ Casters
- ☐ Electric Propulsion
- ☐ Footrests
- ☐ Hand rim Propulsion
- ☐ Maneuverability
- ☐ Weight
- ☐ Width
- ☐ Other, please specify

6 Please select the **three** attributes which you dislike most about your wheelchair.

- ☐ Inability to easily travel outdoors
- ☐ Inability to fold
- ☐ Arm rests
- ☐ Braking
- ☐ Casters
- ☐ Electric Propulsion
- ☐ Footrests
- ☐ Hand rim Propulsion
- ☐ Maneuverability
- ☐ Weight
- ☐ Width
- ☐ Other, please specify

7 I have changed or wish to change the following wheelchair related items due to a personal preference, rather than due to wear & tear.
Select all that apply

- ☐ Arm rests
- ☐ Backrest
- ☐ Casters and/or Forks
- ☐ Complete wheelchair
- ☐ Frame

- ☐ Hand rims
- ☐ Leg rests
- ☐ Rear wheels
- ☐ Seat cushion
- ☐ Wheel locks
- ☐ None
- ☐ Other, please specify

- 8** I am familiar with the majority of available wheelchairs and wheelchair accessories.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

Click to Continue

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- 9** I am interested in finding out more information related to wheelchairs.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

- 10** It is easy for me to find information related to wheelchairs.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

- 11** I have had success using the internet to

1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	N/A
Discover wheelchair improvements and new technology					
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/>
Find out about other wheelchair users' experiences					
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/>

Find out if a location is wheelchair accessible

1 2 3 4 5

Find product information about wheelchairs and wheelchair accessories

1 2 3 4 5

Find wheelchair groups to join

1 2 3 4 5

Identify and find out about a rehabilitation center

1 2 3 4 5

Learn about insurance reimbursement

1 2 3 4 5

Share my wheelchair related experiences

1 2 3 4 5

12 I would be interested in a website which featured

1 2 3 4 5
Strongly Disagree Disagree Neutral Agree Strongly Agree

A lobbying section to help change government/insurance regulations

1 2 3 4 5

A method to contact and meet with wheelchair users in my area

1 2 3 4 5

Content written by wheelchair industry professionals

1 2 3 4 5

Content written by wheelchair users

1 2 3 4 5

Discussion boards, forums & live chats for wheelchair users

1 2 3 4 5

Instructional videos on proper wheelchair use

1 2 3 4 5

New technology section (rising trends, user submitted inventions, etc.)

1 2 3 4 5

Reviews of health plans offering coverage for wheelchair users

1 2 3 4 5

Reviews of public places in terms of their handicap accessibility

1 2 3 4 5

Reviews of rehabilitation centers

1 2 3 4 5

Reviews of wheelchairs and wheelchair accessories

1 2 3 4 5

The ability to contribute to or shape the website content

1 2 3 4 5

- 13** If you currently participate in any of the above activities please list the websites that you use.

- 14** Learning about other wheelchair users' experiences is valuable to me.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Click to Continue

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- 15** When learning about health insurance (e.g. understanding plan coverage, seeing what doctors participate in the plan, etc.) the following sources provided information that was

1 Poor	2 Fair	3 Satisfactory	4 Good	5 Excellent	N/A
Friends and Family					
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home medical equipment retailers					
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health insurance providers					
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet					
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health plan participants feedback					
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rehabilitation specialists or Doctors					
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- 16** If I purchased a wheelchair without insurance reimbursement or with partial insurance reimbursement the most that I would be willing to spend out of pocket is

- ☐ \$0
☐ \$1 - \$49

- ☐ \$50 - \$199
- ☐ \$200 - \$499
- ☐ \$500 - \$999
- ☐ \$1000 - \$1999
- ☐ \$2000+

17

If I purchased a wheelchair accessory without insurance reimbursement or with partial insurance reimbursement the most that I would be willing to spend out of pocket is

- ☐ \$0
- ☐ \$1 - \$49
- ☐ \$50 - \$199
- ☐ \$200 - \$499
- ☐ \$500 - \$999
- ☐ \$1000 - \$1999
- ☐ \$2000+

18 Items that I have purchased in the past without insurance reimbursement or with partial insurance reimbursement include

19 When purchasing a wheelchair or wheelchair accessory I have found important product information from the following sources

	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	N/A
Health insurance providers	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/>
Home medical equipment retailers	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/>
Internet	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/>
Magazines	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/>
Other wheelchair users	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/>
Rehabilitation specialist or doctor	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/>
Tradeshows and Expo's	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/>

20

I have purchased a wheelchair or wheelchair accessory over the internet.

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I would be willing to purchase a wheelchair over the internet.

22

I would be willing to purchase a wheelchair accessory over the internet.

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23 What wheelchairs or wheelchair accessories have you purchased and from what websites?

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Please select the **three** attributes which are most important to you when

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25 When going to a location I have never been before I

1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree
Arrive early				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bring a different wheelchair				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bring someone with me				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bring special accessories				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Call the location beforehand				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Go beforehand to the location to investigate				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Go to the location website				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Look at pictures of the location				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Talk to someone who has been there before				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26 Please specify how often you receive help from others with the following activities.

1 Never	2 Rarely	3 Monthly	4 Weekly	5 Daily
Bathing				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carrying objects				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Climbing curbs				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Climbing stairs				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting dressed				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opening doors				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reaching high places				

1	2	3	4	5
Transferring in or out of your wheelchair				
1	2	3	4	5
Traveling long distances				
1	2	3	4	5
Traveling over rough terrain				
1	2	3	4	5
Traveling up hill				
1	2	3	4	5
Using a vehicle				
1	2	3	4	5
Using the restroom				
1	2	3	4	5
Wheelchair maintenance				
1	2	3	4	5

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Physical exercise is important to me.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2	3	4	5

28 I workout or exercise _____ time(s) a week.**29**

My wheelchair provides me with an adequate source of exercise.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2	3	4	5

30

The hand rims on my wheelchair provide an adequate and comfortable method of propulsion.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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31 Why do you believe hand rim propulsion is not adequate or comfortable?

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32 Please specify your age.

- ☐ Under 18
- ☐ 18 - 30
- ☐ 31 - 50
- ☐ 50+

33 Please select your gender.

- ☐ Female
- ☐ Male

34 Do you live within the United States?

☐ YES ☐ NO

If no, in what country do you reside?

35 Please specify why you use a wheelchair.

- ☐ ALS (Lou Gehrig's Disease)
- ☐ Amputation
- ☐ Arthritis
- ☐ Multiple Sclerosis
- ☐ Parkinson's Disease
- ☐ Spina Bifida
- ☐ Spinal Cord Injury
- ☐ Stroke
- ☐ Temporary Injury
- ☐ Other, please specify

36 How long have you been using a wheelchair?

- ☐ Less than 3 months
- ☐ 3 - 12 months
- ☐ 1 - 5 years
- ☐ 5 - 10 years
- ☐ More than 10 years

37 What type of wheelchair do you primarily use?

- ☐ Manual
- ☐ Powered
- ☐ Power-assist
- ☐ Sport
- ☐ Other, please specify

38 How many wheelchairs have you owned?

39 What do you use to pay for your wheelchairs and wheelchair accessories?

Select all that apply

- ☐ Health Savings Account
- ☐ Medicaid
- ☐ Medicare
- ☐ Out of pocket

- ☐ Private Health Insurance
- ☐ Veterans Administration
- ☐ Other, please specify

- 40** Have you experienced chronic health problems (e.g. tendinitis, rotator cuff injuries, carpal tunnel problems, pressure sores, etc.) caused by using a wheelchair?

If yes, please describe.

41

I use the internet for _____ hour(s) a day.

- ☐ Less than 1
- ☐ 1 - 2
- ☐ 3 - 4
- ☐ 5 or more

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Please provide us with your contact information (phone or email) if you would be willing to answer some additional questions on your wheelchair experiences.

(We do not spam)

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If you would like to enter to win a \$50 Amazon.com gift card please leave your email address below.

Click to Continue

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